

Communication Plan

Flexible Work Options

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| Introduction | <p>Introductions</p> <p>Agenda</p> <p>Why are we meeting today</p> <p>What do we want to accomplish/What are our goals for this meeting</p> |
| Why are we meeting (Discuss reasons for meeting) | <p>The reasons for the meeting are as follows:</p> <ul style="list-style-type: none"> To respond to the employees’ request for flexibility Discuss goals for team members for 2006 <ul style="list-style-type: none"> Reduce Stress Provide additional flexibility Discuss management goals for 2006 <ul style="list-style-type: none"> Reduce Overtime Increase number of clients serviced by each employee Potentially increase rate of new business as a result of the increased hours clients will be serviced Discuss goals for clients for 2006: <ul style="list-style-type: none"> Meet the needs of clients across the country Expand the hours of client coverage Provide a more consistent client experience |
| What do we want to accomplish/What are our goals for this meeting | <p>Discuss how the team will use flexibility and flexible work arrangements to address the items above</p> |
| Flexibility Principles | <p>Xxxxxxxx’s approach to flexibility is grounded in the following principles:</p> <p>Flexibility is a management tool that helps get the job done Flexibility can help extend staff coverage, meet client expectations, reduce employee absenteeism and – ultimately – positively impact the bottom line.</p> <p>Flexible work arrangements are not entitlements Flexible work arrangements are not intended as perks, rewards or entitlements. A manager’s decision to approve a flexible work arrangement should be based on whether or not the work can get done.</p> <p>Flexibility can be used by employees in a range of jobs and levels There is no job level for which flexibility shouldn’t be considered. What’s important is a fit between the desired schedule, the job requirements, the employee’s work habits and customer needs.</p> <p>Performance is measured by results Flexible work arrangements challenge common assumptions such as “if you can’t see them, they’re not working” or “long hours in the office automatically equates with superior job performance.” Job effectiveness should be assessed through employee performance and delivered results rather than through “face time.”</p> <p>The reason for a flexible work arrangement should not matter The reason for a flexibility request should not be considered in determining the feasibility of a flexible work arrangement. The focus should be on the ability to meet business needs.</p> <p>Flexibility is required when employees are protected by relevant laws There are laws and JPMorgan Chase policies that protect employees’ rights to take time off due to serious health conditions affecting them selves or their immediate family members. These types of situations should be discussed separately with your HR Generalist.</p> <p>Not everyone can have – or is suited for – a flexible work arrangement Job demands, customer needs, employee job performance and work team considerations all factor into whether a flexible work arrangement makes sense. JPMorgan Chase experience shows that one person working on a flexible schedule does not mean that everyone else in the department will want one as well.</p> <p>Flexibility should be applied creatively Consider new ideas and rethink the way work currently gets done. Several existing flexible work arrangements at JPMorgan Chase began with an employee idea that evolved into a truly unique and customized arrangement that worked for everyone.</p> <p>Flexibility is a two-way street The needs of clients, the business, co-workers and the employee on a flexible work arrangement are constantly changing. While every effort should be made to build consistency and predictability into flexible schedules, managers and employees should expect reasonable give-and-take on a regular basis. Employees are expected to remain flexible and responsive to the changing needs of the business. Similarly, managers are expected to take an employee’s flexible schedule into consideration to the extent feasible when scheduling events like meetings and training.</p> <p>A flexible work arrangement may not last forever The needs of the business or the employee may change. All arrangements must be reviewed periodically to see whether adjustments are needed given new work responsibilities, customer requirements or personal commitments.</p> <p>Flexibility makes good business sense JPMorgan Chase wants to continue to attract and retain the best workforce possible. Flexibility is an important part of our commitment to work-life balance and ensuring that everyone is as productive as possible.</p> <p>Flexible work arrangements work best when the entire team and customers are involved. Open discussions about flexibility with the people involved with getting the work done may lead to more</p> |

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| | efficient ways to organize work and can avoid feelings of favoritism or inequity. Employees at xxxxxxxx have found that customers are appreciative of being considered in the design of work schedules. |
| What is available to team | Flextime and Compressed Workweeks Flextime Team members work anytime between the hours of 7:00 a.m. and 9:00 a.m. 4 ½ - 40 Compressed Workweek Team members 9 hours per day four days a week and 4 hours on the fifth day, therefore having worked 40 hours in 4 ½ days. 4/10 Compressed Workweek Team members work 10 hours per day, 4 days per week, therefore completing 40 hours in 4 days. |
| How would this Work – the Buddy System | In order to provide equity to all team members and coverage to all clients across the U.S. and on the two coasts, the team would implement a Buddy System. The Buddy System The Buddy System would require each employee who is takes advantage of the three Flexible Work Arrangement options, to partner with a “Buddy” to ensure coverage during the times the Buddy is not available. Each Buddy Team would work together to cover each other across all core team hours – 7:00 a.m. to 6:00 p.m. Examples W hen one “Buddy” wants to take advantage of the early shift, - 7am to 4 pm – the other buddy would cover the later shift – 9 am to 6 pm. When one Buddy wants to take advantage of the afternoon off option, the other Buddy would cover that afternoon. |
| What about 9/80s | Non –Exempt employees must be paid overtime for any hours worked over 40 hours in one week. |
| Guidelines | Buddies must cover the hours between 7:00 a.m. and 6:00 p.m. Employees working 40 hours in 4 ½ days may work from home on the day they are working ½ day. The Buddy of the person working ½ day must work in the office all day. Buddies must work their schedules out before they come to Lori. |
| Things to consider | How much lead time should a Buddy Team provide to Lori about their plans to take advantage of a FWA. How many times per month should a Buddy Team be able to take advantage of a FWA How should vacations be handled. |